



TOWN OF MILLIS

OFFICE OF THE TOWN ADMINISTRATOR

Veterans Memorial Building
900 Main Street • Millis, MA 02054
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Karen Bouret DeMarzo
Assistant Town Administrator
Human Resources Manager
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Council on Aging Director

The Town of Millis is seeking a dynamic and innovative Council on Aging Director to execute the mission of the Council on Aging to enhance and enrich the quality of life for the growing Millis senior population. The diversity of the senior population requires varied programs and services that enable aging-in-place independence, healthy living, and vital social and intellectual engagement. This is a public-facing role working with peer department managers, specialty vendors, department employees, community volunteers, and Millis residents who are entering a new chapter of life.

Full job description attached.

This is a fully benefited exempt position 35.5 hours per week
Salary \$69,617.08 - \$85,109.96

Applications are available upon request at the Town Administrator's Office, Veterans Memorial Building, 900 Main Street, Millis, MA 02054 , or at millisma.gov. Completed job application and resume should be returned to the Town Administrator's Office at townadministratorsoffice@millisma.gov

POSTED 4/28/23

OPEN until 4:00pm on Thursday, May 25, 2023

The Town of Millis is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. The Town of Millis is committed to compliance with all fair employment practices regarding citizenship and immigration status.



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Town of Millis Council on Aging Director

General Summary

The Council on Aging Director is a dynamic and innovative leader who executes the mission of the Council on Aging to enhance and enrich the quality of life for the growing Millis senior population. The diversity of the senior population requires varied programs and services that enable aging-in-place independence, healthy living, and vital social and intellectual engagement. This is a public-facing role working with peer department managers, specialty vendors, department employees, community volunteers, and Millis residents who are entering a new chapter of life.

Bringing more seniors into the center by offering innovative and contemporary programs and services that appeal to a wide range of ages, abilities, and interests is central to this leadership position. Also, building awareness throughout Millis of the mission of the Senior Center to earn broad community support is crucial.

Essential Duties and Responsibilities

- Create an inviting Senior Center atmosphere that welcomes people (visitors, volunteers, and users) and **builds a sense of community** among the senior population of Millis.
- **Elevate a customer service culture** by listening carefully and empathetically to new ideas, gauging responses to changes, and soliciting input for improvements.
- **Interact** with the community through face-to-face conversations, email, or telephone. Produce a monthly newsletter as a source of information on happenings at the Senior Center.
- Lead as a **chief advocate** in Millis for the growing senior population, adding early retirees, veterans, continued careerists, and 55+ subdivision residents to the senior resident profile. This dedicated leader will educate our town about the growth,

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diversity, and needs of the towns' seniors as well as the need for critical senior services and resources. Relationship building across all sectors of the town is essential.

- **Direct town-wide outreach and engagement**, coordinating resources for all residents of need to available programs. Ensure the delivery of timely and useful information, referral, and consultation services to those in need and their families. Work involves dealing with sensitive and confidential information and situations including potential elder abuse issues.
- Assess what new programs and services are needed and what would be attractive to all sectors of the senior population. Fulfill unmet needs around programs and services.
- Partner with the Council on Aging Board to **develop and execute a 5-year Strategic Plan** that anticipates and aligns services that improve the quality of life for Millis seniors. Develop a companion Year-to-Year **Operational Plan** that targets programs and services to different sectors of the senior population including a range of ages, physical abilities, cognitive abilities, and varied interests. Nutritional meal programs, health screenings, transportation, legal forums, learning opportunities, fitness programs, and social engagements are all part of the Operational Plan. The Operational Plan should include emergency planning, measures of success, budget forecasts with intended ROI benefits, and regular communication on achievements. Benchmarking with state and industry research should inform these plans.
- Identify and pursue all **grant opportunities** that can augment funding for programs, services, and facilities to the town. Include federal, state, nonprofit and foundation benefactor opportunities aligned to the Council on Aging mission and the Senior Center facility. File annual demographic service reports with relevant State elder affair agencies.
- **Collaborate with other town departments** (recreation, library, public health, public safety/emergency committee, schools) to deliver cross-department services and programs and introduce inter-generational programs. Additionally, **cultivate connections with area Senior Center leaders** to share and bring back best practices, identify ways to economize, and develop cooperative programs if feasible.
- Work with **HESSCO**, the town's state appointed Aging Services Access Point (ASAP), by coordinating services that help Millis seniors reside safely and independently at home for as long as possible. Secure services for Millis residents through HESSCO.
- **Lead workforce and volunteer management**, including onboarding, training, development, empowerment, and performance evaluation. Create an environment that retains staff and attracts volunteers to share their expertise.

- **Prepare annual department budget.** Work with the Town Administrator and Finance Director with input from the Council on Aging Board.
- Continually search for **new ideas** through participation at conferences, benchmarking with other Senior Centers, and staying in contact with state associations advocating for senior issues.

Reporting Structure

The Council on Aging Director works under the general supervision and direction of the Town Administrator, with the strategic guidance of the Council on Aging Board, in accordance with federal, state laws and bylaws, rules, regulations, policies and procedures of the Town.

The Council on Aging Director recruits, trains, schedules, and supervises all Council on Aging staff and volunteers.

Qualifications

- Minimum of a Bachelor's degree, (preferably a Master's degree), with a concentration in gerontology or social service and five years of related experience, two of which being in a supervisory capacity, or any equivalent of education and related work experience.
- Familiarity with federal and state services and local resources available to the elderly
- Proficiency in Microsoft Office and Excel
- Massachusetts Driver's license required
- Certification in CPR, first aid, and AED required within six (6) months of employment

Job Environment

- Work performed in typical office conditions
- Required to stand, walk, and sit; talk or hear, both in person and by telephone; use hands to finger, handle or feel objects or controls; reach with hands and arms. Occasionally required to stoop, kneel, bend, crouch and lift up to 20 pounds.